



Consumer Rights & Information

Caseworker name and location:

Supervisor:

Associate Director:

Director:

Office Locations:

Intake & Investigation	525 E. Mound St.	614.229.7100
East at 525	525 E. Mound St.	614.421.5500
East at 205	205 N. Hamilton Rd.	614.575.3500
West	1919 Frank Rd.	614.278.5800
Foster Care Dept.	855 W. Mound St.	614.275.2757
Adoptions Dept.	855 W. Mound St.	614.341.6000
Training Dept.	855 W. Mound St.	614.278.5906
Human Resources	855 W. Mound St.	614.351.2000
Client rights	855 W. Mound St.	614.275.2621

Main Office:

855 West Mound Street
Columbus, OH 43223
614.275.2571



The mission of Franklin County Children Services is to provide culturally competent protection, placement, prevention, permanency, and advocacy services for families and children so they can live and grow in safe, stable, permanent homes.

About this booklet

It is our policy to give you this brochure and discuss it at your first in-person interview with one of our caseworkers. If you have questions, please call your caseworker or supervisor listed on the front cover. If your case is opened and sent to one of our region offices, the new caseworker will assure that you have a copy with the new supervisor and caseworker's names.

About your right to effectively communicate

All persons who are unable to communicate using the English Language, whether orally or in writing, must have equal access to services provided by Franklin County Children Services. Effective communication will be provided through bilingual Children Services staff whenever possible. When that is not possible, a certified interpreter must and will be provided to a client who requests the service, at no cost to the client.

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What is Franklin County Children Services?

Franklin County Children Services is the county agency set up by law to protect abused, neglected, and dependent children. Services to unruly youth are provided in partnership with the family and available community resources.

At Children Services, we believe family living is best for children. We're here to help families solve their problems while they remain together.

Children Services also provides out-of-home care for abused, neglected, and dependent children whose parents are not able to give them proper care. Those children may live in kinship homes, foster homes, or residential facilities in the community.

Ohio law requires that every child have a safe, permanent home. Children Services will provide families every opportunity to remain together. Should it become necessary for children to be removed from a parent or guardian, Children Services must develop a plan for reunification. If the parent or guardian does not complete the plan, Children Services will take steps to sever parental rights and find the children a permanent home.



Children Services wants you to call if:

- ☎ You think protective services could be useful to yourself or your family.
- ☎ You received protective services once but need them again.
- ☎ You think any child or family is in need of the protective services.

-A caller has the right to remain anonymous-

Children Services works with the community to:

- ◆ eliminate maltreatment of children in Franklin County;
- ◆ assure that all children in Franklin County have permanent homes; and
- ◆ provide culturally competent leadership and support for the well-being of children.

What can I expect from Children Services?

Our caseworkers work with families to solve their problems. The law requires Children Services to investigate allegations concerning children who may be abused, neglected or dependent and in need of protection.

These calls are usually about:

- ◆ lack of supervision, food, shelter, utilities, medical care of a child
- ◆ physical abuse of a child
- ◆ sexual abuse of a child
- ◆ a child who fails to thrive, grow and develop
- ◆ educational neglect
- ◆ a child showing severe behavior problems
- ◆ a child who has run away from home
- ◆ drug or alcohol abuse in the family
- ◆ safety or protection of a child
- ◆ child death

The Children Services caseworker will tell you what areas of concern were reported and find out if there is a problem in any of these areas. This will be done through talking with you, your children, school, professional, and others involved, if necessary. Under Ohio law, the name of the person who made the referral is confidential.

If the facts from the investigation show that there is no protective need, we will tell you, and no more must be done.

If the facts show that there is a protective need, Children Services will work with you. This work may be done through agreement, or orders from the juvenile court.

Necessary services will be listed in a case plan created with your family and the caseworker. This plan tells what the parent, child and agency will do to make necessary changes. As your needs or the needs of your children change, the plan may be changed. You will be asked to sign this plan and any changes made to it. You will get a copy of the case plan.

Meetings about your case are held twice a year by Children Services (and by the Juvenile Court when involved) to update the plan and review what progress is being made. If your family disagrees with services or a decision, steps should be taken to address those concerns (see page 8).

A **mandated reporter** who makes a report of child abuse or neglect. Upon request, the reporter shall be informed of all of the following:

- A. Whether the PCSA has initiated an investigation.
- B. Whether the PCSA is continuing to investigate.
- C. Whether the PCSA is otherwise involved with the child who is the subject of the report.
- D. The general status of the health and safety of the child who is the subject of the report.
- E. Whether the report has resulted in the filing of a complaint in juvenile court or of criminal charges in another court.

The Indian Child Welfare Act (ICWA) is a federal law that seeks to keep American Indian children with American Indian families. Congress passed ICWA in 1978 in response to the high number of Indian children being removed from their homes by both public and private agencies. The intent of Congress under ICWA was to "protect the best interests of Indian children and to promote the stability and security of Indian tribes and families" (25 U.S.C. § 1902). Caseworkers must make several considerations when handling an ICWA case, including:

- providing "active efforts" to the family;
- identifying a placement that fits under the ICWA preference provisions;
- notifying the child's tribe and the child's parents of the child custody proceeding; and
- working actively to involve the child's tribe and the child's parents in the proceedings.

Your caseworker should be able to explain your rights under ICWA and any other case actions in a manner that is easy for you to understand.

If you feel that ICWA is not being applied correctly in your child's case, you should speak to the caseworker's supervisor. The office of Client Rights can also assist in assuring ICWA is appropriately applied.

What services can be of help to my family?

Children Services offers services including

- ◆ investigation of child abuse and neglect
- ◆ protective services and case management
- ◆ services to adolescents
- ◆ services to unmarried parents
- ◆ counseling services
- ◆ home-based services
- ◆ homemaker/home management services
- ◆ volunteer services
- ◆ medical services for children
- ◆ psychiatric and psychological services for children
- ◆ emancipation and independent living services for youth 16 years and older
- ◆ adoption services for children of all ages
- ◆ family preservation services

Children Services makes referrals to community agencies for other supportive services:

- ◆ mental health services
- ◆ parenting education
- ◆ drug and alcohol assessment and treatment
- ◆ assistance with day care
- ◆ services to help the healthy development of children
- ◆ material assistance
- ◆ housing
- ◆ services for troubled teens
- ◆ Head Start for all pre-school age children



What happens if my children must leave home?

All children deserve a permanent home. In an effort to assure this, they may be placed temporarily in the most home-like setting available. That setting may include:

- ◆ a relative's home - kinship home.
- ◆ a foster home
- ◆ a group home
- ◆ a residential facility as close to home as possible
- ◆ Adoptive home

Your family is expected to work as a partner with Children Services to help strengthen and reunify. This is done to provide children with permanency.

Families are expected to:

- ◆ help write the case plan that includes services to meet your family's needs;
- ◆ provide a safe, clean, and loving home for your child or children;
- ◆ meet with your caseworker and other staff to review progress;
- ◆ attend and participate in programs or services listed in the case plan; and
- ◆ attend court hearings and follow court orders set by the court.

Ask your worker for a copy of the pamphlet "When Your Child is Placed Away From Home." It has more information on this matter.

For children over 12, there is "A Guide To Your Rights & Responsibilities." It offers helpful information when placement away from home takes place.

What are my rights?

Children Services is committed to maintaining an environment free from discrimination and harassment and will tolerate neither when directed against a person for his or her race, religion, creed, color, national origin, sex, marital status, age, physical or mental disability, sexual orientation, military status, political affiliation, organizational membership, or legal activity.

Ohio and federal law provides specific safeguards for your rights while you are receiving services from Franklin County Children Services. Additional questions regarding your rights can be discussed with staff or anyone in the office of Client Rights.

The Children Services office of Client Rights has established procedures for the review of client grievances and administrative appeals. The office of Client Rights informs clients of their rights under agency policy and Ohio rules. The office of Client Rights is responsible for assuring agency compliance with client rights and grievance/appeal procedure rules. Those entitled to access the grievance/appeal process include, but are not limited to, children, parents, related and unrelated caretakers, individuals accused of abuse or neglect of a child, and professionals with a significant stake in the services provided by staff. The office of Client Rights:

- acts as a grievance facilitator and assists as needed, including attendance at grievance hearings;
 - acts as an administrative hearing officer for contested investigative findings
 - submits reports to the board;
 - reports to the executive director for administrative and budget concerns. Discussions regarding individual cases with the executive director are reported to the board chair in writing;
 - cannot be subjected to disciplinary action without approval of the board chair; and
 - may request placement on the board's agenda at any time to report on any individual case situation or other information related to the work of the office of Client Rights.
- Only the board chair can deny the request.

The office of Client Rights is located in the administrative offices of Franklin County Children Services. Contacting the Client Rights office is easy :

Mail: 855 W. Mound St., Columbus, Ohio 43223

E-mail: cro@fccc.co.franklin.oh.us

Phone: 614.275.2621

Fax: 614-275-2755

The Franklin County Children Services Board has determined adults and children who are clients of the Agency shall have the right to:

1. interpreter services, at no cost to the client, whenever requested to assist the client in all interactions with Children Services staff, including all meetings, case planning and interactions with Agency staff;
2. be treated in a culturally sensitive way with consideration and respect for personal dignity, autonomy, and privacy;
3. service in the least restrictive, most humane setting feasible. This is defined by Ohio law and rule or in the case/service plan;
4. review their case record as long as the law does not prohibit access. Requests for information may be denied if the information requested poses a serious risk of harm to anyone. All requests for access to case records must be made in writing. Persons requesting information must present photo identification prior to receiving access to their record. If there is information that is prohibited by law or would pose a serious risk of harm to anyone in the record, it will be removed before giving you access.

If your case is open the region director is responsible for responding to a request for access. Client may review their record at an FCCS office in the presence of agency staff.

If your case is closed please contact Matt Miller of the Legal department. His number is 614-275-2584. The information made available to persons requesting information on closed cases will be sent directly to the requestor.

A decision to deny client access to records will be documented in writing and offered you in a letter.

5. insert any statement into their the case record and to review any statements provided by Agency staff in response to the client's statement;
6. have an opportunity to participate in the creation of the case plan and be provided a copy of the case plan and case plan amendments, and of proposed or current services, treatment or therapies; mental and physical health, and social or economic needs, and that specifies how available, appropriate, and adequate services are to be provided either directly or by referral;
7. consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal unless ordered to participate in services by a direct court order or a case/service plan journalized by a court of competent jurisdiction. A parent or legal guardian may consent to or refuse any service, treatment, or therapy on behalf of a minor client unless ordered to participate in services by a direct court order or a case/service plan journalized by a court of competent jurisdiction;

8. a current, written, individual case/service plan that addresses child safety,
9. active and informed participation in the establishment, periodic review, and reassessment of the case/service plan;
10. freedom from unnecessary or excessive medication;
11. freedom from unnecessary restraint or seclusion;
12. be informed of & to refuse an unusual or hazardous treatment procedure;
13. participate in any appropriate and available Agency service, regardless of refusal of one or more other services, treatments, or therapies or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's case/service plan;
14. have the opportunity to consult with independent treatment specialists or legal counsel at one's own expense;
15. confidentiality within the limitations and requirements of Ohio and Federal laws or rules, court orders, or a journalized case/service plan. Any person having the legal capacity to consent to the release of information regarding an Agency client may do so consistent with Ohio and Federal laws or rules;
16. be informed in advance of the reason or reasons for discontinuance of service and to be involved in planning;
17. receive an explanation of the reasons for denial of service;
18. not to be discriminated against in the provision of service on the basis of person's culture, race, sex, age, religion, color, sexual orientation, physical or mental disability, national origin, level of income, or political affiliation;
19. know the cost of services;
20. be fully informed of all rights;
21. exercise any and all rights without reprisal in any form, including access to services, which must not be compromised;
22. file a grievance; and
23. have oral and written instructions for filing a grievance.

and in regard to children in our care

Children Services' staff, foster parents, and adoptive parents with children placed prior to adoption are trained on how to respond to out-of-control behavior. Staff and caretakers shall not use any restrictive behavior management interventions including: physical, mechanical or chemical restraints, isolation or locked seclusion.

Children Services' staff, foster parents, and adoptive parents with children placed prior to adoption shall not:

1. Censor or open any outgoing and incoming mail of children in the Agency's custody unless:
 - a. it is suspected to contain unauthorized, dangerous, or illegal material or substances, in which case mail may be opened in the presence of designated personnel,
 - b. receiving or sending unopened mail is contraindicated in the service plan excluding e-mail, or
 - c. receiving or sending mail to specific persons is a serious threat to the safety of the child or foster parents or contrary to the best interests of the child and the persons and reasons for this censorship of mail are documented in the case record.
2. Restrict the right of children in the Agency's custody to have private telephone conversations unless the restriction is:
 - a. based on contraindications in the service plan related to the safety of the child, foster parents or staff, or is in the best interest of the child, and is
 - b. approved in advance and reviewed monthly by a Region Director or Associate Director or an appropriate designee,
 - c. reviewed weekly by the Supervisor of the Caseworker to whom the child is assigned, and
 - d. the approval and reviews are documented in the case record,
 - e. or is pursuant to a specific court order.

The office of Client Rights can assist in filing a grievance if you are dissatisfied with services. You can file a grievance **no later than ninety-calendar days after the event, or learning of the event**. To address a concern contact the office of Client Rights (see page 6).

The office of Client Rights can also assist in filing an administrative appeal of an investigative finding. An appeal must be filed within **ninety-calendar days after learning of the investigative finding**. To file an administrative appeal, contact the office of Client Rights (see page 6).

For those whose case is being served by Permanent Family Solutions Network (PFSN) or Ohio Youth Advocate Program (OYAP), two agencies that provide contracted protective services directly to families and children, they have their own protocol for addressing grievances and concerns. You are encouraged to resolve your concern with the caseworker or supervisor. If you are unable to do so, please contact the Client Rights Officer for the agency that is serving your case.

Filing a Grievance

A **grievance** is a formal complaint concerning services or lack thereof. If considering a grievance the following applies to you. You must file a grievance no later than ninety-calendar days after the event, or learning of the event. Contact the office of Client Rights. A grievance can be filed if you have attempted resolution with the service team and associate director without success. Someone in the office of Client Rights will assist you and if a grievance appears to be an appropriate remedy, a grievance packet will be sent to you. The packet contains information on how to file a grievance. Complete and sign the grievance form and return it, along with any relevant and supporting documents to the Office of Client Rights (see page 6).

1. Once the grievance is received it will be sent to the director of the appropriate department. A representative from the office of Client Rights may attend any of the following meetings upon the request of the grievant or the administrator. You must be able to meet with or discuss your grievance with the director within thirty-calendar days. The director will contact you to set up a time for a meeting. The director's written response should be sent to you within thirty-calendar days after having received your grievance.
2. If the director's response is unsatisfactory, contact the office of Client Rights within thirty-calendar days of receiving that response. Your grievance will then be directed to a member of the executive council of Franklin County Children Services. Once the grievance/appeal has been filed at this level, you must be able to meet with or discuss it with the executive council member within thirty-calendar days. Within ten-working days a hearing with you should be scheduled. The executive council member's response should be sent to you within ten-working days after the hearing.
3. If the response of the executive council member does not resolve your grievance, contact the office of Client Rights within thirty-calendar days of that response. Your grievance will then be directed to the executive office of Franklin County Children Services. Once the grievance has been filed, you must be able to meet with or discuss it with the executive director within thirty-calendar days. Within ten-working days a hearing with you should be scheduled. The executive director's response should be sent to you within ten-working days after the hearing. The decision of the executive director is a final remedy within Franklin County Children Services.

In the event the executive's decision is unsatisfactory and where deemed appropriate (not investigative appeals), a Client Rights officer may request the Franklin County Children Services' Board consider mediation.

An appeal can be filed by an individual who has been named as an alleged perpetrator in the substantiated or indicated abuse or neglect of a child. An appeal must be filed **within ninety-calendar** days of being notified of the finding. If you wish to appeal an investigative finding, contact the office of Client Rights (see page 6). In the appeal of a investigative finding, the appeal cannot proceed until any and all pending court cases related to the finding have been adjudicated. Once all adjudications related to the finding have been made, the appellant may proceed, but must do so within ninety-calendar days of the last adjudication. Exceptions to this time frame may be granted by the hearing officer for good cause.

1. An administrative appeal can be generated verbally, but the appeal form must be signed by the person found to have abused or neglected a child. The appeal packet you will be sent contains necessary forms and information on how to file an administrative appeal. Complete (the office of Client rights can assist) and sign the administrative appeal form. Return it, along with any relevant and supporting documents to the office of Client Rights. Once the administrative appeal is received it will be sent to the director of the Intake and Investigation department. You must be able to meet with or discuss your appeal within thirty-calendar days. The administration's written response will be sent to you following the meeting.

2. If the administrative response does not resolve the appeal, contact the office of Client Rights within thirty-calendar days of receipt of that response. Your appeal will then be sent to the agency's administrative hearing officer. After filing an appeal you must be able to participate in the hearing within thirty-calendar days. The hearing officer for good cause may grant continuances. The hearing officer is not directly involved in the investigation or approval of the case disposition. Hearings are scheduled for one hour. The appellant must inform the office of Client Rights in advance of any special accommodations needed. The appellant may bring an attorney and witnesses who can offer relevant testimony. The hearing will be audio recorded.

NOTE: Hearings are not judicial proceedings and as such, the rules of evidence do not apply. The Children's Services record of the investigation remains confidential by law and will not be released or shared with the appellant before, during or after the hearing.

The hearing officer may exclude any party from the hearing whose conduct is not respectful. All parties who will be testifying will swear an oath that what is said shall be truthful.

The hearing officer will submit a written report within 30-calendar days of the hearing. The decision of the hearing officer is the final remedy offered by Franklin County Children Services.

How are my rights further protected?

In addition to the Children Services complaint and grievance process, the Ohio Department of Jobs and Family Services is responsible for assuring that all county children service agencies comply with state rules. You can contact them by calling The Bureau of Family Services, toll free at 866-886-3537 Option 4..

Children Services claims reimbursement for service to children under federal and state programs and is required under law to provide services in compliance with Federal and State mandates. If you believe that you have been discriminated against on the grounds of your race, color, national origin, physical or mental disability, gender, or have been otherwise subjected to discrimination under any program, service or benefit authorized or provided by Franklin County Children Services you may contact any one of the following services:

- ◆ Children Services has a Civil Rights Coordinator. Kenneth Cohen, in the office of Client Rights, is a specialist in handling complaints regarding discrimination. He can assist and offer direction in concerns involving civil rights. Kenneth Cohen is located at 855 West Mound St, Columbus, OH, 43223, and can be reached at 614.275.2621;
- ◆ Ohio Legal Rights Service, 8 E. Long St, 5th Floor, Columbus, Ohio 43215-2999, State-wide toll-free (voice): 800-282-9181, State-wide toll-free (T.T.Y.): 800.858.3542, Phone: 614.466.7264; T.T.Y.: 614.728.2553, Fax: 614.644.1888; and
- ◆ Office for Civil Rights, U.S. Dept. of Health and Human Services, 200 Independence Ave, S.W., Rm. 509F, HHH Bldg, Washington, D.C. 20201, toll-free TDD line: 800.537.7697

If you feel you were entitled to services that were not delivered you may also file a complaint with any of several organizations including, but not limited to:

State of Ohio Counselor, Social Worker
and Marriage & Family Therapists Board
50 West Broad St., Columbus, Ohio 43215
614.466.0912

State Board of Ohio
Psychology, 77 S. High St.,
Columbus, Ohio 43215
614.466.1143

Alcohol, Drug Addiction and Mental
Health (ADAMH) Services
447 E. Broad St., Columbus, OH 43215
614.224.1057

State of Ohio Nursing Board
17 S. High St., Suite 400,
Columbus, Ohio 43215
614.466.3947

A Client Rights officer can assist in directing your concern.

If you have an open case when disaster strikes...

In the event a community disaster requires the evacuation of your family from your home or location, please notify FCCS immediately.

You can notify FCCS by email at:
FCCSDisaster@fccs.co.franklin.oh.us
or by phone at:
(614) 229-7680.

Please be prepared to share as much information as possible to help us identify who you are and where you will be living. Please let us know of any changes you make in your, location including returning to your home.

If FCCS is helping you with family visitation or visitation is court ordered, please let us know if family visitation can occur where you are. We will work with you to keep your visits from being interrupted during this difficult time, but we will need you to stay in touch with us.

Should your children need assistance with FCCS matters, please let us know.

Please stay tuned to local media for communications from FCCS.

Children Services child support guidelines

Involuntary Placement (court-ordered)

If are employed and your child is placed in the paid care of Children Services, you must participate in the support of your child in accordance with the Ohio Supreme Court child support guidelines (ORC §3113.21.5). Child support ordered by the court will be withheld from your paycheck by your employer and forwarded to the Child Support Enforcement Agency for payment to Children Services. The child support will continue to be withheld from your paycheck until your child returns to you.

The amount of child support due is figured using your annual gross income as stated on your IRS return, W-2 form or current check stub. Income verification will be requested at the preliminary hearing.

For example, if your gross income is:	Your monthly child support for one child will be:
\$10,000-----	\$127.67
\$15,000-----	\$248.00
\$20,000-----	\$317.50
\$25,000-----	\$386.25
\$30,000-----	\$448.08

Should an existing order for child support arise out of a divorce or dissolution, the court will re-direct the child support from the custodial parent to Children Services while the child is placed with Children Services. Also, the custodial parent would be ordered to pay support if employed.

In the event the child is currently receiving Social Security benefits and/or supplemental security income, Children Services will immediately make application to the Social Security Administration to become the representative payee.

In all instances of a public assistance recipient, Children Services routinely notifies the County Department of Human Services (CDHS) for the placement of your child with our agency. Public assistance will be terminated or adjusted at that time.

In all instances (agreement/court-ordered) of disrupted adoptions, in addition to any assessed guideline child support, the adoptive parent is required by federal and state statutes to arrange payment of the adoption assistance benefit directly to Children Services.

Voluntary Placement

In the event your child is placed with Franklin County Children Services by agreement, you will be asked to participate in the support of your child by paying an amount based on your current IRS return, W-2 form, or your current paycheck stub. Income verification will be requested at the family preservation meeting with Children Services.

For example, if your gross income is:	Your monthly child support for one child will be:
\$10,000-----	\$127.67
\$15,000-----	\$248.00
\$20,000-----	\$317.50
\$25,000-----	\$386.25
\$30,000-----	\$448.08

If voluntary financial support is not provided, Children Services may pursue legal action to collect. In addition, Children Services may pursue Social Security, SSI benefits, or a change of payee on a divorce or dissolution order.

In reference to public assistance, Children Services must notify the County Department of Human Services of the placement of your child with Children Services. Public assistance payments will be terminated or adjusted at that time.

In all instances (agreement/court-ordered) of disrupted adoptions, in addition to any assessed guideline child support, the adoptive parent is required by federal and state statutes to arrange payment of the adoption assistance benefit directly to Children Services.

For clarification of your obligation, you may contact the Children Services Revenue Enhancement office (614.275.2550)

Disclaimer of Liability for Smoke Detectors

(Signed by client when receiving a smoke detector from Children Services)

This smoke detector is provided as a community service. Franklin County Children Services DOES NOT WARRANT the craftsmanship, workmanship, design or working order of the detector. Franklin County Children Services DOES NOT EXPRESS OR IMPLY ANY RESPONSIBILITY FOR IMPROPER USE, FUNCTIONING OR DESIGN. Franklin County Children Services is not responsible for any injury or death resulting from improper use or failure of the smoke detector's performance.

**ALL SMOKE DETECTORS SHOULD BE CHECKED FOR WORKING ORDER
IMMEDIATELY UPON INSTALLATION.**

Recipient Signature

Date

Notes About Smoke Detector Addendum

(Columbus Housing Code)

The Columbus housing code requires that at least one smoke detector be installed on each level of a residential unit. Besides that requirement, owners also have the responsibility of repairing or replacing smoke detectors after being notified by residents that the detectors are not working.

Residents are responsible for notifying the owner of a malfunctioning smoke detectors, and for replacing batteries.

The owner must have a systematic program of checking smoke detectors and documenting that the smoke detectors are in working order.

Smoke detectors have been required in new dwelling units in Columbus since April 26, 1978. CHC §4525.09 requires installation and maintenance of smoke detectors in all rooming houses and all rooming houses and all dwelling units sharing a bathroom. One-, two-, and three-family dwellings existing before April 26, 1978 were not covered unless an alteration, repair or addition requiring a permit occurred.

If you have questions about smoke detector requirements should call the Fire Prevention Bureau at 614.645.7641.

Contacts

Name: _____

Address: _____

City, State, Zip: _____

Phone/E-mail: _____

Name: _____

Address: _____

City, State, Zip: _____

Phone/E-mail: _____

Name: _____

Address: _____

City, State, Zip: _____

Phone/E-mail: _____

Name: _____

Address: _____

City, State, Zip: _____

Phone/E-mail: _____

The mission of Franklin County
Children Services is to provide
culturally competent protection,
placement, prevention, permanency,
and advocacy services for families
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Franklin County
**Children
Services**

855 West Mound Street
Columbus, Ohio 43223-2208

614.275.2571

614.275.2755 (fax)

www.co.franklin.oh.us/children_services/



“Children will be tomorrow what we make them today”

Published by Franklin County Children Services
Office of Client Rights